

CIT Customer Service Report for the Telecommunications Branch



For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/1/2008 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	7	0	0	0	0	0	0	3	0	4	6
Circuits	0	0	0	18	0	0	2	0	0	16	0
Conferencing	9	0	0	0	0	0	0	3	0	6	9
DELPRO	7	0	0	155	0	0	104	6	0	52	0
General Info	46	0	0	0	0	0	1	25	0	20	9
New Request/Termination	0	0	0	2	0	0	2	0	0	0	0
NIH Directory	1	0	0	0	0	0	0	1	0	0	12
Operator Services	1	0	0	0	0	0	1	0	0	0	0
Phones/Accessories	32	0	0	22	0	0	8	8	0	38	3
Repair	17	0	0	0	0	0	2	1	0	14	5
Repairs	36	0	0	393	0	0	5	20	0	404	0
Residential Services	0	0	0	2	0	0	2	0	0	0	0
Training	1	0	0	1	0	0	0	0	0	2	3
TSR	53	0	0	549	0	0	205	44	0	353	1
User Change	3	0	0	0	0	0	0	0	0	3	6
Verizon Phone Book	1	0	0	0	0	0	0	0	0	1	5
Voice Mail	35	0	0	3	0	0	0	25	0	13	6

CIT Customer Service Report for the Telecommunications Branch

For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



Snapshot Date: 5/1/2008 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Web Work	0	0	0	1	0	0	0	0	0	1	8
Grand Total:	249	0	0	1146	0	0	332	136	0	927	1

Total Tickets Closed: 1063

Total Tickets Assigned/Pending/Checked Out: 332

Total Tickets Created: 1395